

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January 2003 – December 2003

Aetna US Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 4	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2003				did not meet			Overturned
				Time Frame			
Behavioral Health	1	1					
Cosmetic/Reconstructive							
Dental	1				1		
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1	1					
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services	1	1					
Totals	4	3	0	0	1	0	0

Ameritas Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2003							
Behavioral Health							
Cosmetic/Reconstructive							
Dental	1				1		
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Totals	1	0	0	0	1	0	0

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions		
Total Cases: 199	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health	153	20	27		40	44	22
Cosmetic/Reconstructive	6				6		
Dental	1				1		
Diagnostic Services							
Durable Medical Equipment	5	1	2		1	1	
Emergency Care							
Excluded Services							
Experimental	10	1	1		3	5	
Infertility Care	12	1	1		4	6	
Inpatient	4				2	2	
Outpatient	5	2	2			1	
Pharmacy							
Rehab Services	2					2	
Visual Services	1		1				
Totals	199	25	34	0	57	61	22

*in two cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414
and all denied days were covered since the patient was discharged before the decision

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions		
Total Cases: 12	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2003							
Behavioral Health	4		1		1	2	
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care	1		1				
Excluded Services							
Experimental	3				2	1	
Infertility Care							
Inpatient	2				1	1	
Outpatient							
Pharmacy	1				1		
Rehab Services	1				1		
Totals	12	0	2	0	6	4	0

Fallon Community Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 18	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2003				did not meet			Overturned
				Time Frame			
Behavioral Health	5	1			3	1	
Cosmetic/Reconstructive	1				1		
Dental	2	2					
Diagnostic Services							
Durable Medical Equipment	1				1		
Emergency Care	1				1		
Excluded Services							
Experimental							
Infertility Care	1	1					
Inpatient	3	1			2		
Outpatient							
Pharmacy	2				2		
Rehab Services	2	1	1				
Totals	18	6	1	0	10	1	0

Fortis Benefits Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 5	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2003				did not meet			Overturned
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive	2				2		
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services	1			1			
Experimental							
Infertility Care							
Inpatient							
Outpatient	1				1		
Pharmacy							
Rehab Services	1					1	
Totals	5	0	0	1	3	1	0

Guardian Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1		1				
Visual Services							
Outpatient							
Pharmacy							
Rehab Services							
Totals	2	1	1	0	0	0	0

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 56	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health	30	7	3		10	6	4
Cosmetic/Reconstructive	1				1		
Dental	3	2			1		
Diagnostic Services							
Durable Medical Equipment	2	1	1				
Emergency Care							
Excluded Services	3	3					
Experimental	3	1			2		
Infertility Care	3	3					
Inpatient	4	3			1		
Visual Services							
Outpatient							
Pharmacy	2				1	1	
Rehab Services	5	1	1		2	1	
Totals	56	21	5	0	18	8	4

Health New England		Did not go to External Review			External Review Decisions		
Total Cases: 14	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health	1					1	
Cosmetic/Reconstructive	1				1		
Dental							
Diagnostic Services							
Durable Medical Equipment	2	2					
Emergency Care							
Excluded Services	1	1					
Experimental	1					1	
Infertility Care	1	1					
Inpatient	2	2					
Outpatient	3	3					
Pharmacy	1				1		
Rehab Services							
Visual Services	1				1		
Totals	14	9	0	0	3	2	0

John Alden Life		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2003							
Behavioral Health							
Cosmetic/Reconstructive	1					1	
Dental							
Diagnostic Services	1	1					
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Visual Services							
Rehab Services							
Totals	2	1	0	0	0	1	0

MEGA Life Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtaken	Partially Overtaken
January - December 2003							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services	1		1				
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Visual Services							
Rehab Services							
Totals	1	0	1	0	0	0	0

Mutual of Omaha		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1				1		
Outpatient							
Pharmacy							
Visual Services							
Rehab Services							
Totals	1	0	0	0	1	0	0

Neighborhood Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 4	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive	1				1		
Dental							
Diagnostic Services							
Durable Medical Equipment	1				1		
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services	2	2					
Visual Services							
Totals	4	2	0	0	2	0	0

New England Financial		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1						1
Pharmacy							
Visual Services							
Rehab Services							
Totals	2	1	0	0	0	0	1

New England Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health	1			1			
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment	1					1	
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Totals	2	0	0	1	0	1	0

Other (Self-funded)		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive	1	1					
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy	1	1					
Rehab Services							
Totals	2	2	0	0	0	0	0

Private Health Care Systems		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2003							
Behavioral Health	1	1					
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Totals	1	1	0	0	0	0	0

Tufts Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 99	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health	20	3			12	3	2
Cosmetic/Reconstructive	18	2			6	10	
Dental	8	4			2	2	
Diagnostic Services	3		1		1	1	
Durable Medical Equipment	9	3			3	3	
Emergency Care	1		1				
Excluded Services	2	2					
Experimental	4				4		
Infertility Care	13				9	4	
Inpatient	4	1			3		
Outpatient	3				2	1	
Pharmacy	6		1		3	2	
Rehab Services	8				3	5	
Totals	99	15	3	0	48	31	2

UniCare - GIC		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2003				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1					1	
Outpatient							
Pharmacy							
Rehab Services							
Visual Services							
Totals	1	0	0	0	0	1	0

United Health Care of New England		Did not go to External Review			External Review Decisions		
Total Cases: 20	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2003							
Behavioral Health	14	5	4			4	1
Cosmetic/Reconstructive							
Dental							
Diagnostic Services	3	2	1				
Durable Medical Equipment	1				1		
Emergency Care	1	1					
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Visual Services	1		1				
Totals	20	8	6	0	1	4	1